

Important Information regarding Grievance Redressal Mechanism

In case of any grievance /complaint against the Depository Participant, you are requested to contact your Branch/Relationship Manager.

If you are not satisfied with the response, then you may write in to the following email ID's

Level 1: head.customercare@citi.com

Level 2: principal.nodal.officer@citi.com

If you are still not satisfied with the response of the bank, you can lodge your grievances with SEBI at <http://scores.gov.in>.

SEBI Complaints Redress System ("SCORES") is a web based centralized grievance redress system of SEBI which enables investors to lodge and follow up their complaints and track the status of re-dressal of such complaints online from anywhere.

Procedure on filling complaints on SCORES - Easy & Quick

- Register on SCORES portal <https://scores.gov.in/scores/Welcome.html>
- Mandatory details for filling complaints on SCORES
 - Name, PAN, Address, Mobile Number, E-mail ID

Benefits:

- Effective Communication
- Speedy re-dressal of the grievances